



COS Email Templates

Regret email communications may be sent to applicants through COS by first opening the requisition folder that they will be sent from and then confirming that applicants have been updated to a final HR status.

Update candidates who declined an interview to a final HR status of:

- ***Interview Declined***

Update candidates who did not show for an interview to a final HR status of:

- ***Interview – No Show***

Update candidates who were actually interviewed but not selected for appointment to a final HR status of:

- ***Interview - Considered***

Only candidates at an HR status of ***Interview – Considered*** should be sent an agency regret communication.

Once the HR statuses have been finalized, select the candidate(s) that will be receiving the 'Agency Regret Email' communication, and then click on *Send communication* in the *Actions* column:

Req folder: 1215BR : OFFICE SUPPORT ASSISTANT II (C

Actions

<< Back
See req details

Selected candidates : 10


Sort options


Set qu


 View

 eLink

 Update same status


 Send communication


 Print resume/CV

 Print Talent Record

 Export (ASCII)

 Export grid (Excel)

 View printable page

Deselect all	Candidate ref num	Name	H
<input type="checkbox"/>			
1 <input type="checkbox"/>	386578	Edwards, April	
2 <input checked="" type="checkbox"/>	386579	Fields, Sally	
3 <input checked="" type="checkbox"/>	386943	Fort, Frank	
4 <input checked="" type="checkbox"/>	387025	Hall, Billy	
5 <input checked="" type="checkbox"/>	387265	Hart, Susannah	

From the Send communication window, use the drop-down arrow or click on [Selection details](#) to find and select “Agency Regret Email (2015-10-13)” from the available Communications templates; then click ‘Go’:

Send communication

E-mail template	Agency Regret Email (2015-10-13) ▼	Go
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 [Selection details](#)

Information from the requisition will populate all fields within the brackets [#...] to include the following fields:

- First and Last name
- Requisition number
- Job title
- Date that the communication is sent.

Agency personnel must add their own information by typing over these areas within the message body:

[ENTERDEPARTMENT/DIVISION/BRANCH]

[ENTER NAME HERE]

[ENTER TITLE HERE]

[ENTER CABINET NAME HERE]

***MESSAGE BODY**

HTML Plain text

Spell check

Font Arial Size x-small B I U

Dear [#Contact-info:FirstName#] [#Contact-info:LastName#]:

Regarding: [#RequisitionStd:AutoRegId#] - [#RequisitionStd:Class Title :#]

The [ENTER DEPARTMENT/DIVISION/BRANCH] appreciates your interest and desire to work for our cabinet. However, another candidate has been chosen to fill the position of [#RequisitionStd:Title#]. We wish you the best in your endeavor to find a fulfilling position that best utilizes your experience and abilities.

Sincerely,

[ENTER NAME HERE]

[ENTER TITLE HERE]

[ENTER CABINET NAME HERE]

Commonwealth of Kentucky

****PLEASE DO NOT REPLY TO THIS E-MAIL****

E-mailed to: [#Contact-info:Email#] on [#SystemInfo:Today'sDate#].

Preview the email prior to sending the communication to confirm that the information being relayed is correct by clicking on the 'Preview' button:

Candidate and merge information

Candidate data verified, ready to send.

Expand all	Select	Name
<input type="checkbox"/>	<input checked="" type="checkbox"/>	General merge fields
	<input checked="" type="checkbox"/>	Fields, Sally Sally.Fields68@hotmail.com
	<input checked="" type="checkbox"/>	Fort, Frank Frank.Fort68@hotmail.com
	<input checked="" type="checkbox"/>	Hall, Billy Billy.Hall68@hotmail.com
	<input checked="" type="checkbox"/>	Hart, Susannah Susannah.Hart68@hotmail.com

Preview Send Cancel

This is what the recipient will read in the email:

Fields, Sally**Candidate 1 of 10 >**[Help](#)

Dear Sally Fields:

Regarding: 1215BR - OFFICE SUPPORT ASSISTANT II (COS Training use only*)

The Department of Highways appreciates your interest and desire to work for our cabinet. However, another candidate has been chosen to fill the position of OFFICE SUPPORT ASSISTANT II (COS Training use only*). We wish you the best in your endeavor to find a fulfilling position that best utilizes your experience and abilities.

Sincerely,

Joseph Smith
Human Resource Specialist III
Transportation Cabinet
Commonwealth of Kentucky

****PLEASE DO NOT REPLY TO THIS E-MAIL****

E-mailed to: Sally.Fields68@hotmail.com on October 13, 2015.

Note: multiple email communications may be sent at one time and may be previewed by clicking on the arrow (>) after 'Candidate 1 of 10 >' as shown below:

Candidate 1 of 10 >

Dear Susannah Hart:

Regarding: 1215BR - OFFICE SUPPORT ASSISTANT II (COS Training use only*)

The Department of Highways appreciates your interest and desire to work for our cabinet. However, another candidate has been chosen to fill the position of OFFICE SUPPORT ASSISTANT II (COS Training use only*). We wish you the best in your endeavor to find a fulfilling position that best utilizes your experience and abilities.

Sincerely,

Joseph Smith
Human Resource Specialist III
Transportation Cabinet

Commonwealth of Kentucky

****PLEASE DO NOT REPLY TO THIS E-MAIL****

E-mailed to: Susannah.Hart68@hotmail.com on October 13, 2015.

Send

Close

Once the preview has been confirmed, click **Close**.

Then from this view, click **Send**.

Candidate data verified, ready to send.

Expand all	Select	Name
<input type="checkbox"/>	<input checked="" type="checkbox"/>	General merge fields
	<input checked="" type="checkbox"/>	Fields, Sally <input type="text" value="Sally.Fields68@hotmail.com"/>
	<input checked="" type="checkbox"/>	Fort, Frank <input type="text" value="Frank.Fort68@hotmail.com"/>
	<input checked="" type="checkbox"/>	Hall, Billy <input type="text" value="Billy.Hall68@hotmail.com"/>
	<input checked="" type="checkbox"/>	Hart, Susannah <input type="text" value="Susannah.Hart68@hotmail.com"/>
	<input checked="" type="checkbox"/>	McAllister, Kate <input type="text" value="Kate.McAllister68@hotmail.com"/>

Preview

Send

Cancel

You will then see a confirmation message:

The communications template "Agency Regret Email (2015-10-13)" has been sent to the following candidates:

Fields, Sally
Fort, Frank
Hall, Billy
Hart, Susannah
McAllister, Kate
Meeks, Mike
Mountjoy, Liz
Pope, Mary
Tabby, Darnell
Webb, Lois

The 'Communication History' will record all email communications sent within COS; this history is also visible on the Talent Record for each applicant.

NOTE: Agencies who choose to send their own agency regret letter outside of COS should have the HR Executive, or their designee, send an email to the Register Branch to indicate that a communication has been sent.

Please include the requisition number in the subject line of the email; multiple requisitions may be cited in the subject line.

- Send to **PERSRB@ky.gov**

Again, final HR Statuses for those who were interviewed or offered an interview are as follows:

- Interview Declined
- Interview- Considered
- Interview – No Show